



November 2014

Dealer Service Instructions for:

Safety Recall P53 / NHTSA 14V-533

Head Restraints

Models

2014 (VF) RAM ProMaster

NOTE: This recall applies only to the above vehicles equipped with a seat parts module (sales codes X8Z) and either a passenger double seat (sales code CAA), passenger bucket seat (sales code CDY) or passenger seat delete (sales code CD9) built from April 23, 2013 through August 26, 2014 (MDH 042309 through 082614).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The head restraints on about 18,900 of the above vehicles do not meet Federal Motor Vehicle Safety Standard (FMVSS) 202 - Head Restraints for Passenger Vehicles. The head restraints do not meet the measurement guidelines in the FMVSS standard. Incorrect head restraints, during certain crash events, could cause additional vehicle occupant injury.

Repair

The front seat head restraints must be replaced on all affected vehicles.

Parts Information

| <u>Part Number</u> | <u>Description</u> |
|--------------------|-------------------------------------|
| CBB1P532AA | Head Restraint-Front (cloth) |
| CBB1P531AA | Head Restraint-Front (vinyl) |

NOTE: Vehicles equipped with sales code CD9 (passenger seat delete) requires one head restraint to repair one vehicle.

Vehicles equipped with sales code CDY (passenger bucket seat) require two head restraints to repair one vehicle.

Vehicles equipped with sales code CAA (passenger double seat) require three head restraints to repair one vehicle.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

WARNING: Improper installation of the head restraints may result in reduced protection of the occupants. If, after installation, the head restraints can be removed, without simultaneously pressing the buttons on the master and slave guide sleeves, then the head restraint is installed incorrectly. Failure to follow these instructions may result in possible occupant injury



Figure 1 – Head Restraint Removal

1. Push both release buttons on the driver's side head restraint sleeves, pull the head restraint up and remove (Figure 1).
2. Install the new head restraint into the sleeves and push to the full down position (Figure 2).
3. **For vehicles equipped with a passenger head restraint,** repeat steps 1 and 2 to replace the passenger side head restraint.
4. **For vehicles equipped with a center head restraint,** repeat steps 1 and 2 to replace the center head restraint.
5. Return the vehicle to the customer.

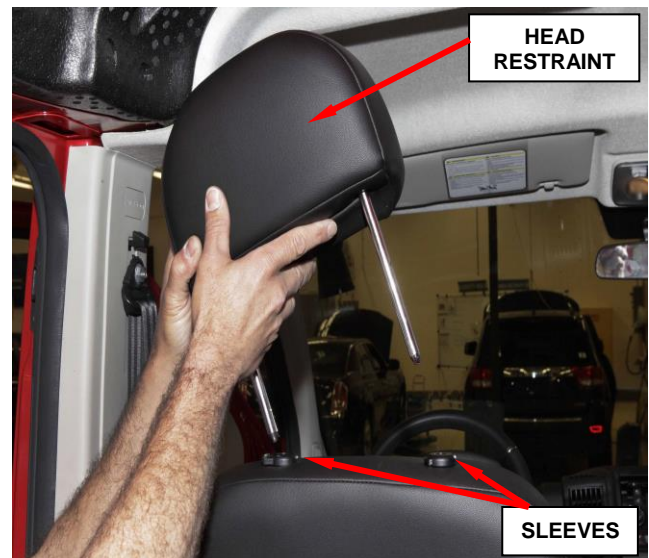


Figure 2 – Head Restraint Installation

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

| | Labor Operation Number | Time Allowance |
|------------------------------------|-----------------------------------|---------------------------|
| Replace Front Seat Head Restraints | 23-P5-31-82 | 0.2 hours |

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
Chrysler Group LLC